



TERMS AND CONDITIONS OF SALE & DATA PROTECTION

Updated Nov 2020 – please note some key changes as a result of the Covid-19 pandemic

TERMS AND CONDITIONS OF SALE

Tickets are sold by Warwick Arts Centre, a department of the University of Warwick, Coventry, CV4 7AL. By purchasing a ticket by telephone, over the counter, online or via an agency, you are agreeing to our terms and conditions of sale.

Tickets may be purchased online at www.warwickartscentre.co.uk

Please check your ticket details carefully as mistakes cannot be rectified after the booking has been confirmed.

During the Covid-19 pandemic, and until further notice, tickets cannot be purchased by telephone on 024 765 24524, by post or in person over the counter and we are unable to issue tickets by post, or through box office collection.

Booking tickets

For your safety and security you will be asked to provide your name, address, postcode, email address and a telephone number when making a booking.

Payment

We accept payment by cheque*, Visa, Delta, Mastercard, Maestro and Theatre Tokens.

*Only for Concert Series subscriptions or for group of 9 or more people

During the Covid-19 pandemic, we are unable to accept payment by cheque or Theatre Tokens.

Reservations

We can reserve tickets without payment for a certain period of time. A Box Office Assistant will be able to advise you further.

Postage

During the Covid-19 pandemic we are unable to post tickets to your home address. We can however issue E-Tickets.

Discounts

Discounted tickets, if available, are shown in brackets and available to over 60s in full time retirement, recipients of job seekers allowance, full time students, GoCV+ and Rugby Leisure Pass holders. Discounts cannot be combined with other offers (unless specifically stated), or applied retrospectively, and may be withdrawn at any time. Proof of ID may be requested.

Booking Fee

A non-refundable booking fee is added to all ticket prices, whether on the phone, in person or online (excluding schools/education groups who have booked on a schools ticket price and groups bookings of over 9 people). The booking fee is included in the published price of all tickets. The booking fee is £2 on all events in the Butterworth Hall and £1 on all other events. The booking fee applies to tickets whether purchased by phone, online or over the counter (excluding schools and group bookings). The sum is invested back into the organization, helping to maintain the programme, services and activities you experience during your visit to Warwick Arts Centre.

Schools

For certain events, tickets can be purchased at reduced prices for teacher-led school/college groups. See our website, brochure or email the Groups Sales Coordinator for details. Tickets for school groups must be paid for no later than 7 days prior to a performance.

Tickets for Groups

For certain live events, group discounts are offered to groups of 9 or more people - please email the Box Office or see our brochure for further details of these discounts. For film screenings, group discounts are available for parties of 5 or more.

Babies and children aged 24 months or younger

All children, including babes-in-arms, must have a ticket for admission to comply with licensing regulations. For all shows not directly aimed at children under 2 – Admission for under 12 months of age is free with a valid ticket, children aged 12 to 24 months are charged £3. Children aged over 2 are charged the advertised children's price. Parents are advised to check age guidelines in advance as not all performances are suitable for children.

Offers & discounts

From time to time we may make additional special offers in addition to those published in brochures or on our website.

Ticket Refunds

Tickets are not normally refundable.

If you are unable to attend your chosen event as a result of Covid-19 diagnosis at the time, and can demonstrate a positive test, we will refund the value of your tickets. Please note that our booking fee is non-refundable.

Exchanging Tickets

Tickets can be exchanged for another performance or for a credit voucher valid for 365 days (Credit vouchers can only be redeemed against future ticket purchases). If you would like to take advantage of this

service you must return proof of your original tickets to the Box Office via email at least 24 hours before the performance (14 days for groups of 9+). There is an administration fee of £1 per ticket. Tickets purchased as part of a subscription cannot be exchanged for credit vouchers. The booking fee is not refunded.

Any credit not used after 365 days have elapsed will go to the Warwick Arts Centre Development Fund.

Reselling tickets at Warwick Arts Centre

Re-selling a ticket for personal commercial gain makes it void and subsequent ticket holders will be refused admission into the auditorium.

Ticket Agents

Warwick Arts Centre occasionally sells tickets through agencies such as Ticketmaster or See Tickets. Agency tickets may be subject to different terms and conditions – please check their websites for details. We accept no responsibility for tickets or services purchased via an agency or third party.

Theatre Tokens

We are currently unable to sell or redeem Theatre Tokens.

Cancelled performances

If a performance is cancelled, with sufficient notice we will, where possible, endeavour to contact audiences in advance by phone or email. We will also send updates on social media and on our website. We will replace tickets for an alternative date or, if this is not possible, refund the ticket value, minus the booking fee. In the event of a cancelled performance, the management will not be liable for any additional travel or accommodation expenses or any other additional consequential losses.

Access

We are here to welcome you. If you have any access issues, please let us know when you book and we will do all we can to accommodate your needs.

Everyone entering the auditoria needs a valid ticket which must be produced on arrival and shown to a steward. ID may be requested when checking student tickets. Please note, in the interest of safety and security, bags are not allowed in the auditoria.

If you arrive late we appreciate that you'll want to take your seats on arrival. However to limit disturbance to fellow audience members and artists we may ask you to wait until a suitable break in the performance. Very occasionally this may be the interval.

In the interest of safety and security, bags, glasses, cameras and recording equipment are not allowed in the auditoria. Mobile phones, pagers and digital watches must be turned off at all times during the performance/screening.

Warwick Arts Centre reserves the right to refuse admission in reasonable circumstances or to request any ticket holder to leave the theatre and take appropriate action to enforce this right.

Warwick Arts Centre reserves the right to alter the performance and cast as advertised in advance, where such alterations are necessary owing to unforeseen circumstances.

PRIVACY NOTICE

Warwick Arts Centre is a department of the University of Warwick. We take data protection seriously and are committed to protecting your personal data and are transparent about the information Warwick Arts Centre holds about you. Please refer to our [Privacy Notice](#) which informs you how we use and look after your personal data when you engage with Warwick Arts Centre, and also inform you of your privacy rights.

When processing your booking (whether over the phone, in person or online) we will ask you for your name, address, email and telephone number (essential information for all bookings). We will also ask you if you would like to be kept informed about forthcoming events and campaigns at Warwick Arts Centre. As part of our funding agreement with Arts Council England we will also ask if you would like your information shared with visiting companies in receipt of Arts Council funding.

Your data is used by us for the following purposes:

- To inform you of any relevant changes to the programme
- To contact you with communications to keep you up to date with information about our events, services, activities, news and opportunities which you may be interested to hear about.
- For purposes of audience research
- For statistical reporting
- To inform you of fundraising campaigns

Within your account, you are given the opportunity to amend your details or unsubscribe, or you can ask this to be done for you by emailing: ticketing@warwick.ac.uk, logging in to your existing account online and updating your preferences at www.warwickartscentre.co.uk or clicking the 'unsubscribe' link at the bottom of emails.

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